

2016 Annual Survey of Service Industries: Repair and Maintenance Services

CONFIDENTIAL once completed.

Selon nos dossiers votre langue de préférence est l'anglais,
si vous préférez recevoir ce document en français,
veuillez nous appeler au numéro sans frais suivant :
1-800-972-9692 ou ATS 1-855-382-7745

Introduction

Survey purpose

This survey collects the financial and operating data needed to develop national and regional economic policies and programs. Your information may also be used by Statistics Canada for other statistical and research purposes. Please access www.statcan.gc.ca/survey-enquete/index-eng.htm for more information on this survey.

Your information may also be used by Statistics Canada for other statistical and research purposes.

INFORMATION COPY
DO NOT USE TO REPORT

Please return the questionnaire within 21 days.

**Please mail the completed questionnaire in the enclosed envelope
or fax it to Statistics Canada at 1-888-883-7999.**

If you are unable to complete within 21 days **OR** if you need help,
call us at **1-800-972-9692** or **TTY 1-855-382-7745**.

Statistics Canada
Operations and Integration Division
150 Tunney's Pasture Driveway
Ottawa, Ontario K1A 0T6

Visit our website, www.statcan.gc.ca



Reporting instructions

- Please print in ink.
- **Report** dollar amounts in **thousands of Canadian dollars** ('000).
- **Exclude** sales tax.
- Percentages should be rounded to whole numbers.
- When precise figures are not available, please provide your best estimates.
- Consult the reporting guide at www.statcan.gc.ca/guides-e for further information.

Business or organization and contact information

1. Please **verify or provide** the business or organization's **legal and operating name** and correct where needed.

Note: Legal name modifications should only be done to correct a spelling error or typo.

Legal name

Operating name (if applicable)

2. Please **verify or provide the contact information** of the designated business or organization contact person for this questionnaire and correct where needed.

Note: The designated contact person is the person who should receive this questionnaire. The designated contact person may not always be the one who actually completes the questionnaire.

First name

Last name

Title

Preferred language of communication

English French

Mailing address (number and street)

City

Province, territory or state

Postal code or ZIP code

Example: A9A 9A9 or 12345-1234

Country

Email address

Example: user@example.gov.ca

Telephone number (including area code)

Example: 123-123-1234

Extension number
(if applicable)

Fax number (including area code)

Example: 123-123-1234

INFORMATION COPY
DO NOT USE TO REPORT

3. Please **verify or provide the current operational status** of the business or organization identified by the legal and operating name.

B00323

001 Operational → **Go to question 4**

002 Not currently operational

e.g., temporarily or permanently closed, change of ownership

↳ Why is this business or organization not currently operational?

B00309

002 Seasonal operations → **Go to question 3a.**

003 Ceased operations → **Go to question 3b.**

004 Sold operations → **Go to question 3c.**

005 Amalgamated with (an) other business(es) or organization(s) → **Go to question 3d.**

006 Temporarily inactive but will re-open → **Go to question 3e.**

007 No longer operating due to other reason(s) → **Go to question 3f.**

3a. Seasonal operations

When did this business or organization close for the season?

Date YYYY MM DD
B00217

When does this business or organization expect to resume operations?

Date YYYY MM DD
B00218 → **Go to question 4**

3b. Ceased operations

When did this business or organization cease operations?

Date YYYY MM DD
B00211

Why did this business or organization cease operations?

B00311

001 Bankruptcy

002 Liquidation

003 Dissolution

004 Other reasons — specify:

B00312

} → **Go to question 4**

3c. Sold operations

When was this business or organization sold?

Date B00212

What is the legal name of the buyer?

B00406

→ Go to question 4

3d. Amalgamated with (an) other business(es) or organization(s)

When did this business or organization amalgamate?

Date B00213

What is the legal name of the resulting or continuing business or organization?

B00407

What is(are) the legal name(s) of the other amalgamated business(es) or organization(s)?

B00408

→ Go to question 4

3e. Temporarily inactive but will re-open

When did this business or organization become temporarily inactive?

Date B00214

When does this business or organization expect to resume operations?

Date B00215

Why is this business or organization temporarily inactive?

B00313

→ Go to question 4

3f. No longer operating due to other reason(s)

When did this business or organization cease operations?

Date B00216

Why did this business or organization cease operations?

B00314

INFORMATION COPY
DO NOT USE TO REPORT

4. Please **verify or provide the current main activity** of the business or organization identified by the legal and operating name.

Note: The described activity was assigned using the North American Industry Classification System (NAICS).

B05002

#{NAICS_Title_E.Prefill}

001



Go to next section

002

Other main activity → Please provide a **brief but precise description** of this business or organization's **main activity**.

e.g., breakfast cereal manufacturing, shoe store, software development

B05003

INFORMATION COPY
DO NOT USE TO REPORT

Reporting period information

1. For this survey, please report information for this business or organization most recent **12 month fiscal period**.

Note: For this survey, the **End date** should fall between April 1, 2016 and March 31, 2017.

Start date B00205 YYYY MM DD End date B00206 YYYY MM DD

2. If the reporting period **does not cover a full year**, please check the reason(s) below (mark all that apply):

B00301_r1

seasonal operations

B00301_r2

new business

B00301_r3

change of ownership

B00301_r4

change of fiscal year

B00301_r5

ceased operations

B00301_r6

temporarily inactive

B00301_r7

other reason — please specify:

B00301_r8

3. Please indicate below, any changes or events that may have affected the reported values for this business or organization compared to the last reporting period (mark all that apply):

B00302_t1

strike or lockout

B00302_t2

exchange rate impact

B00302_t3

price changes in goods or services sold

B00302_t4

contracting out

B00302_t5

organizational change

B00302_t6

price changes in labour or raw materials

B00302_t7

natural disaster

B00302_t8

recession

B00302_t9

change in product line

B00302_t10

sold business units

B00302_t11

expansion

B00302_t12

new/lost contract

B00302_t13

plant closures

B00302_t14

acquisition of business units

B00302_t15

other change or event — please specify:

B00302_t16

B00302_t17

no change or event

INFORMATION COPY
DO NOT USE TO REPORT

Revenue

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts in **thousands of Canadian dollars**.

What was this business's revenue from each of the following sources?

		CAN\$ '000
1.	Sales of goods and services Include: sales, commissions, rental and leasing revenue if they are this business's primary revenue source	F43008 \$ <input type="text"/> ,000
2.	Rental and leasing (report only if this is a secondary revenue source; if rental and leasing are your primary revenue source report in question 1)	F45801 \$ <input type="text"/> ,000
3.	Commissions (report only if this is a secondary revenue source; if commissions are your primary revenue source report in question 1)	F45701 \$ <input type="text"/> ,000
4.	Subsidies Include: grants, donations, fundraising and sponsorships	F47101 \$ <input type="text"/> ,000
5.	Royalties, rights, licensing and franchise fees	F47201 \$ <input type="text"/> ,000
6.	Dividends	F51101 \$ <input type="text"/> ,000
7.	Interest	F51201 \$ <input type="text"/> ,000
8.	Other revenue — please specify: Include: intracompany transfers	
	F51302 <input type="text"/>	F51301 \$ <input type="text"/> ,000
9.	Total revenue (sum of questions 1 to 8)	F40000 \$ <input type="text"/> ,000

INFORMATION COPY
DO NOT USE TO REPORT

E-Commerce

1. For this reporting period, what was this business's total revenue?
Please report all amounts in **thousands of Canadian dollars**.

Include: sales of goods and services; rental, leasing and property management; commissions; subsidies, grants, donations, fundraising and sponsorships; royalties; rights; licensing and franchise fees; dividends, interest and other revenue.

CAN\$ '000
F4000PF1

€\$,000

2. Did this business have any e-commerce revenue in this reporting period?

E-commerce revenue: sale of goods and services conducted over the Internet with or without online payment.

Include: all revenue for which an order is received and the commitment to purchase is made via the Internet, although payment can be made by other means, such as orders made on Web pages, an extranet, mobile devices or Electronic Data Interchange (EDI).

Exclude: orders made by telephone, facsimile or email.

B05163

1 Yes → **Go to question 3**

3 No → **Go to question 6**

3. What was the total e-commerce revenue in this reporting period?
If precise figures are not available, please provide your best estimate.

CAN\$ '000
F43459

€\$,000

4. During this reporting period, did this business make sales over the Internet through any of the following methods?
Select all that apply.

- a. Via a mobile app B05164_m1
- b. Via your company website B05164_m2
- c. Via a third-party website B05164_m3
- d. Via Electronic Data Interchange (EDI) B05164_m4
- e. Other methods — please specify: B05164_m5

B05164_m6

5. Does this business have any full-time staff dedicated solely to activities related to e-commerce?

B20052

1 Yes

3 No

6. If you answered No at question 2, please identify the reasons why this business did not make sales over the Internet:
Select all that apply.

- a. Goods and services do not lend themselves to online sales B05165_r1
- b. Prefer to maintain current business model B05165_r2
- c. Lack of skilled workers to implement and maintain e-commerce infrastructure B05165_r3
- d. Cost of development is too high B05165_r4
- e. Security concerns B05165_r5
- f. Other reasons — please specify: B05165_r6

B05165_r7

INFORMATION COPY
DO NOT USE TO REPORT

Expenses

- Notes:**
- A detailed breakdown may be requested in other sections.
 - These questions are asked of many different industries. Some questions may not apply to this business.
 - Refer to the reporting guide for detailed instructions.
 - Please report all amounts in **thousands of Canadian dollars**.

What were this business's expenses for the following items?

1. Cost of goods sold		CAN\$ '000
	F61206	
a. opening inventories	\$,000
b. purchases		
Include: raw materials, goods purchased for resale and non-returnable containers	F61306	
Exclude: change in inventories	\$,000
c. closing inventories	F61406	,000
d. cost of goods sold (opening inventories plus purchases minus closing inventories)	\$	CAN\$ '000 ,000
2. Employment costs and expenses		
Include: all employees who were issued a T4		
Exclude: commissions paid to non-employees (report at question 3)		
a. salaries, wages and commissions	F61501	,000
b. employee benefits (please refer to the reporting guide for the list of inclusions and exclusions)	F61502	,000
3. Subcontracts		
Include: commissions paid to non-employees		
Exclude: research and development	F62503	,000
4. Research and development fees		
Exclude: in-house research and development	F62504	,000
5. Professional and business fees (e.g., legal, accounting, consulting, scientific and property management fees)	F62601	,000
6. Utilities (e.g., electricity, water and gas)	F61801	,000
7. Office and computer related expenses (e.g., office supplies, postage and computer upgrades)	F62505	,000
8. Telephone, Internet and other telecommunication	F61802	,000
9. Business taxes, licenses and permits (e.g., beverage tax, business tax, license fees and property taxes)	F61901	,000
10. Royalties, franchise fees and memberships		
Exclude: Crown royalties	F62001	,000
11. Crown charges (for logging, mining and energy industries only)	F62506	,000

INFORMATION COPY
DO NOT USE TO REPORT

CAN\$ '000

12. Rental and leasing Include: land, buildings, equipment and vehicles	F62101 \$ [] ,000
13. Repair and maintenance Include: buildings, equipment and vehicles	F62201 \$ [] ,000
14. Amortization and depreciation	F61601 \$ [] ,000
15. Insurance	F62301 \$ [] ,000
16. Advertising, marketing, promotion, meals and entertainment	F62507 \$ [] ,000
17. Travel, meetings and conventions	F62508 \$ [] ,000
18. Financial services (e.g., bank charges and transaction fees)	F62401 \$ [] ,000
19. Interest expense	F69101 \$ [] ,000
20. Other non-production-related costs and expenses Include: bad debts, loan losses, donations, political contributions and inventory write-down	F62509 \$ [] ,000
21. All other costs and expenses — please specify: Include: intracompany expenses	
F62512 []	F62511 \$ [] ,000
22. Total expenses (sum of questions 1 to 21)	F60000 \$ [] ,000

INFORMATION COPY
DO NOT USE TO REPORT

Industry characteristics

Sales

What were this business's sales for each of the following goods and services?
Please report all amounts in **thousands of Canadian dollars**.

1. Automotive repair and maintenance services: Include: body shop, glass replacement, exhaust, washing and cleaning services	CAN\$ '000
	F45905
a. automobiles and light trucks	\$ <input type="text"/> ,000
	F45906
b. heavy trucks and buses	\$ <input type="text"/> ,000
	F45907
c. motor homes, travel trailers and campers	\$ <input type="text"/> ,000
	F45908
2. Electronic and precision equipment repair and maintenance services	\$ <input type="text"/> ,000
	F45909
3. Commercial and industrial machinery and equipment repair and maintenance services	\$ <input type="text"/> ,000
4. Sale of goods purchased for resale, as is (e.g., wipers, fuses, tires, batteries) Exclude: sales reported previously	F43232 \$ <input type="text"/> ,000
5. Other sales of goods and services — please specify: F43175	F43005 \$ <input type="text"/> ,000
	F43000
6. Total sales of goods and services (sum of questions 1 to 5)	\$ <input type="text"/> ,000

Parts and labour	Percentage Parts	Percentage Labour
	F45911	F45902
7. Please provide a percentage breakdown of your total sales from repair and maintenance services (question 6) by parts and labour:	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %

Inventory (parts and accessories)	Opening inventory	Closing inventory
	CAN\$ '000	CAN\$ '000
	F61207	F61407
8. Parts used in repair work only	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000
	F61208	F61408
9. Other over-the-counter merchandise	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000
	F61200	F61400
10. Total inventory (sum of questions 8 and 9)	\$ <input type="text"/> ,000	\$ <input type="text"/> ,000

Sales by type of client

What was this business's breakdown of sales by the following types of client?

1. Clients in Canada

Percentage

a. individuals and households %

F43008_c1

b. businesses %

F43008_c2

c. governments, not-for-profit organizations and public institutions
(e.g., hospitals and schools) %

F43008_c3

2. Clients outside of Canada %

F43008_c4

100%

INFORMATION COPY
DO NOT USE TO REPORT

International transactions

Revenue received from exports

1. Did this business receive revenue from **clients outside Canada** for the sale of products, services, royalties, rights, licensing or franchise fees?

B05011_b

- Yes → Complete questions 2, 3 and 4.
 No → Go to question 5.

CAN\$ '000

2. What was the revenue received from **clients outside Canada**? \$,000

3. What was the percentage breakdown of revenue received from **clients outside Canada** by goods, services and royalties?

Percentage

- a. goods %
 b. services %
 c. royalties, rights, licensing and franchise fees %

Total %

4. What was the percentage breakdown of revenue received from **clients outside Canada** by country?

Percentage

- a. United States %
 b. Mexico %
 c. other countries — please specify by listing top 4 contributors:

B50002_1 %

B50002_2 %

B50002_3 %

B50002_4 %

Purchases from outside Canada (imports)

5. Did this business make payments to **suppliers outside Canada** for the purchase of products, services, royalties, rights, licensing or franchise fees?

B05012_b

- Yes → Complete questions 6, 7 and 8.
 No → Go to next section.

CAN\$ '000

6. What were the payments made to **suppliers outside Canada**? \$,000

7. What was the percentage breakdown of payments made to **suppliers outside Canada** by goods, services and royalties?

Percentage

- a. goods %
 b. services %
 c. royalties, rights, licensing and franchise fees %

Total %

8. What was the percentage breakdown of payments made to **suppliers outside Canada** by country?

Percentage

- a. United States %
 b. Mexico %
 c. other countries — please specify by listing top 4 contributors:

B50003_1 %

B50003_2 %

B50003_3 %

B50003_4 %

INFORMATION COPY
DO NOT USE TO REPORT

INFORMATION COPY
DO NOT USE TO REPORT

**Thank you for completing this questionnaire.
Please retain a copy for your records.
Visit our website, www.statcan.gc.ca**